Accessing NCIR
Chapter 3

In this chapter

Assessing NCIR Website
NCID (North Carolina Identity Management)

Accessing the NCIR Web Site

To access the NCIR Web site, do the following:

Open your Internet browser. To open your browser, locate the browser icon on your computer's desktop, Program menu, or Taskbar. Once you have located the icon, double click on it with your left mouse button.

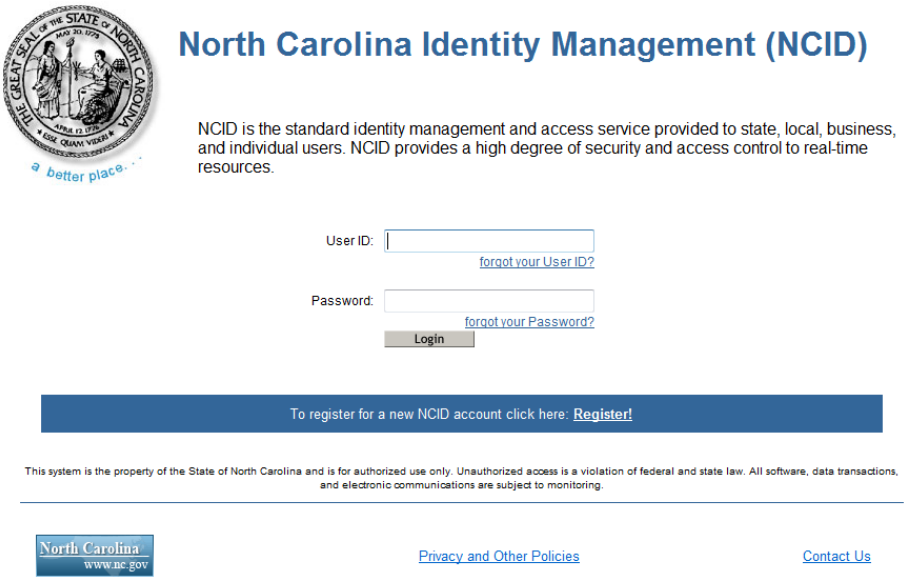
If you are unable to see your browser's menu bar, you may have it set to Full Screen view. To switch this view, press F11 on your keyboard. This key toggles the Full Screen view on and off.

Type in the full NCIR address: https://ncir.dhhs.state.nc.us .

If you do not reach the security/certificate warnings or the North Carolina Identity Management Service (NCID) login screen after correctly typing in this address, port 443 of your network's firewall may be closed. Contact your network administrator to open this port for outgoing HTTPS, which is secure HTTP.

Depending on your browser, you may receive one or more security/certificate warnings before the browser will open the site. Accept any warnings regarding secure connections or security certificates. Both Netscape® and Internet Explorer will give you the option of turning off these warnings for future use.

At the North Carolina Identity Management Service (NCID) Login screen, enter your username, and password.



- If you forgot your Username, click the Forgot Your User ID? link, the NCID will assist you in finding the correct User ID.
- If you forgot your password, enter your Username and click the Forgot Your Password? link, the NCID will assist you in finding the correct password.
- If you cannot obtain your username or password, or your account has been locked, please contact the following:
  - **i.** If you work within a local health department, please contact your local NCID administrator. A list of local government NCID admins may be found on-line at https://www.ncid.its.state.nc.us/NCID_County_gov_map.asp.
  - **ii.** If you work in a private provider's office, please contact the **NCID Customer Support Center at 1-800-722-3946 or (919) 754-6000, and select option 6.**
  - **iii.** If you have general NCIR related questions, please contact the **NCIR Help Desk at 1-877-873-6247.**

First Time NCIR users that will have a Business User or Individual account should click the *Register* link to self register with NCID. NCID will send a confirmation email with the username once the registration is complete.

After the user has been approved, your NCIR Administrator needs to add you as a user within your provider organization. (Refer to Add Users section of Chapter 6 - Maintenance). Once you are added as a user for your NCIR provider organization, you will be able to access NCIR from the NCID Welcome screen.

First Time NCIR users that are Local and State Government Employees may not Self-Register through NCID. A Delegated Administrator for your organization and division must complete this step and add your new user id to an NCIR organization.

The information on the NCID Login screen is case sensitive; in other words, you must enter data in the correct upper- and/or lower-case.

The **NCIR Help Desk** hours are 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday excluding NC State Government Holidays.

Phone #:
1-877-USE-NCIR
(873-6247)

Email:
ncirhelp@ncmail.net

After you enter your User ID and Password, press the Login button.

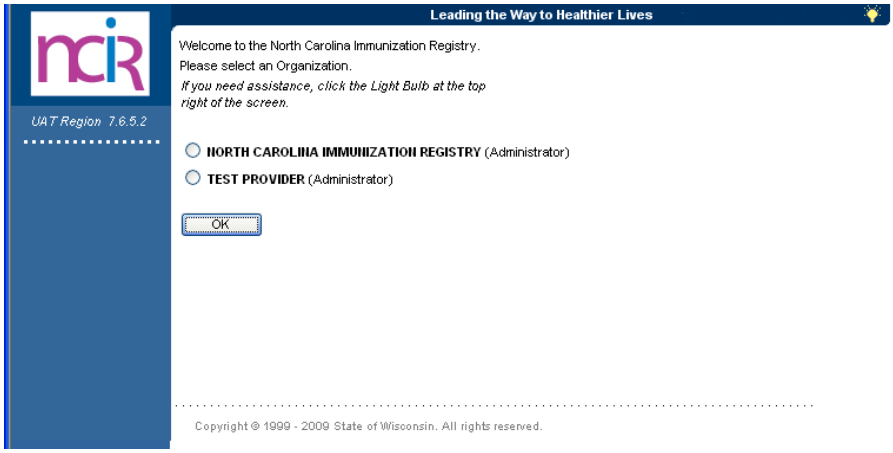
- If you have not been added to an NCIR provider organization, the following error will display:

We're sorry. An error has occurred processing your request.

Invalid Access/File Not Found: You tried to reach a URL that you either do not have access to or no longer exists. If you feel that this is not correct, please contact your Administrator.

If this error occurs, contact your organization's NCIR Administrator to verify that your user name had been added to your provider organization. (Refer to Add Users section of Chapter 6 Maintenance). If you need further assistance, contact the **NCIR Help Desk.**

If you belong to one organization, you will be taken directly to the NCIR Home page. However, if you belong to more than one organization, you will be taken to an organization list. Select the appropriate organization name for login from the complete list of your organizations. Press the OK button.



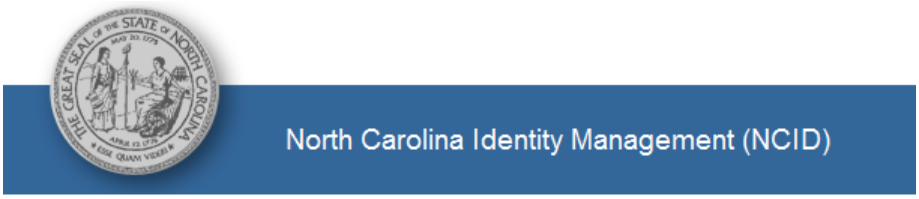
You will now be at the NCIR Home page.

Refer to the Optimizing NCIR chapter in this manual to create a favorite or shortcut for the NCID Login web site on your computer.

Exiting NCIR

1. To exit from the NCIR Web site, press the **logout** button on the NCIR menu bar at the top of the screen. NCIR may be closed this way from any screen within the registry.

2. Once you press the **logout** button, you will be taken to the NCID Logout screen.



NCID Logout

You have successfully logged out of NCID. Please close your browser to prevent any possible unauthorized access to your account.

To open a new NCIR session, please close and reopen your browser.

Time Outs in NCIR

For security reasons, your session with NCIR will time out after one hour of inactivity. A message to that effect will be displayed briefly and then the NCID Login screen will be displayed. To continue to use NCIR, you will need to log in again.